

# The Paraplegic and Quadriplegic Association of SA Inc.



## Support Worker Shift Coverage Policy and Guidelines

### Statement

Support Workers will be responsible for organising cover for any shifts they are rostered for but are unable to attend, except in cases of acute illness or emergency.

This cover will be organised from within the Support Workers own team. Only if such efforts prove unsuccessful, will the Support Worker contact the Assistant Client Service Officer and ask for assistance to ensure the shift is covered.

Approved by: 	Date: July 2008
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**The Paraplegic and Quadriplegic Association of SA Inc. is incorporated under the *Association Incorporation Act 1985 (SA)* and conduct its business through operating Divisions, namely **PARAQUAD SA** and **HOMECARE PLUS**.**

## Definitions

- **Acute illness** - Asthma attack, Appendicitis attack or similar. A headache is not considered an acute illness
- **Emergency** – a spouse or child taken to hospital, involved in a car accident or any unforeseen incident which can have serious consequences.

## Procedure

### Support Worker unable to work a rostered shift

1. Support Worker will telephone each of their team members as listed on the bottom of the roster and ask them if they are able to work the shift.
2. If unsuccessful, the Support Worker then telephones the Assistant Client Service Officer at HomeCare Plus and asks for assistance to cover the shift.

### In cases of acute illness or emergency

1. Support Worker will telephone the Assistant Client Service Officer at HomeCare Plus and ask for assistance to cover the shift. (In cases of acute illness or an emergency Support Workers are not expected to organise shift coverage from within their team).
2. If a Support Worker falls ill during the night, and is rostered for a shift before 9.00am the next Morning, they will telephone HomeCare Plus at 6.00am and ask the Assistant Client Service Officer for assistance with covering the shift. (Support Workers are not expected to ring team members during the night).

### Support Worker taking holidays

1. When a Support Worker is planning to take holidays, they should contact their team members as listed on the bottom of the roster, either by telephone or if there is one, through the communication book located in the Client's house, and organise for all of their rostered shifts to be covered.
2. If unsuccessful, the Support Worker then telephones the Assistant Client Service Officer at HomeCare Plus and asks for assistance to cover the shift.
3. The Support Worker must complete a leave form and send it too their Client Service Officer to inform them of the dates and duration of the leave.

**Note: The onus is on the Support Worker to ensure that the shift is covered. Failure to ensure that a shift is covered may lead to termination of employment.**

**Both the Client and the Client Service officer are to be notified of any changes or temporary shift coverage which has been organised within the team and which affects the roster in any way.**